Los Angeles County
Department of Regional Planning

Planning for the Challenges Ahead

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TO: Supervisor Janice Hahn, Chair
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ELEVENTH PROGRESS REPORT REGARDING THE IMPLEMENTATION OF ELECTRONIC PERMITTING AND INSPECTIONS – COUNTY OF LOS ANGELES (AGENDA ITEM NO. 42, AUGUST 4, 2015)

This memorandum is in response to the August 4, 2015, joint motion by Supervisors Mark Ridley-Thomas and Michael D. Antonovich to, in part:

- Direct the Interim Chief Executive Officer in coordination with Assessor, Fire, Parks and Recreation, Public Health, Public Works, and Regional Planning to implement Gartner, Inc.'s improvement recommendations and direct departments to submit in writing implementation progress reports to the Board every 120 days.

This is the eleventh 120-day progress report on the implementation of Electronic Permitting and Inspections – County of Los Angeles (EPIC-LA).

Background

On June 24, 2014, the Board Approved Contract No. 78227 between the County of Los Angeles and Tyler Technologies, Inc., to assist the Department of Regional Planning (DRP) in the implementation of the EPIC-LA system, which supports a comprehensive approach to land entitlement, inspections, and code enforcement.

On June 2, 2015, on a motion by Supervisor Ridley-Thomas, the Board directed the Interim Chief Executive Officer (CEO) and the Chief Information Officer (CIO) to contract

with an independent third-party agency to assess EPIC-LA to ensure that it is the appropriate technology to support Public Works' workflows and other departments soon and to report back to the Board within 60 days. Gartner, Inc. (Gartner) was identified as the company to address this motion.

On July 30, 2015, the Interim CEO and CIO reported back to the Board Gartner's assessment, which concluded that expanding EPIC-LA to Public Works is an appropriate next step for the County. Gartner's report provided recommendations for moving forward that will help mitigate potential risk areas in the EPIC-LA implementation.

On August 4, 2015, the Board approved the amendment to the existing contract with Tyler to expand use of EPIC-LA to incorporate workflows from Public Works.

On November 22, 2016, the Board approved the amendment to the existing contract with Tyler to expand use of EPIC-LA to incorporate the Quimby fee functionality for Parks and Recreation.

On February 13, 2018, the Board directed Treasurer and Tax Collector to incorporate business registration and business license processes in EPIC-LA.

On June 19, 2018, the Board approved the amendment to the existing contract with Tyler to expand the use of EPIC-LA to incorporate the land development workflows for the Fire Department.

Public Works Current Status

The Public Works project is complete. To help ensure the successful implementation of the overall project, Public Works elected to split the project into three concurrent phases with three staggered Go-Live dates. They were:

- Entitlement and Public Infrastructure Engineering (Phase 1)
  - Went live on February 20, 2017

- Public Right-of-Way Permits, Inspections, and Code Enforcement (Phase 2)
  - Went live on August 28, 2017

- Unincorporated County Jurisdiction Building Permits and Inspections (Phase 3)
  - Went live on December 4, 2017

The project team continues to work with the Auditor-Controller and Tyler to define the mileage reimbursement and time keeping interfaces. The interfaces, if deemed feasible, will Go-Live after Phase 3.

DRP Current Status

DRP went live on November 30, 2015, and continues to use the system. The Department is reviewing and improving its internal development process and streamlining workflows.

Parks and Recreation Status

The Quimby functionality successfully went live on July 31, 2017. Applicants can pay Quimby in-lieu fees (up to $50,000) online instead of having to make appointments to pay in person. The Parks and Recreation Quimby process has become more efficient with its integration into EPIC-LA, reducing both the use of paper and the need for coordination via e-mail or phone calls.

Assessor Current Status

The Assessor is a stakeholder department in the EPIC-LA project, both as a provider and consumer of the information generated by EPIC-LA. The Assessor's Interdepartmental Data Exchange (IDEX) has been established for data exchanges between other partner departments to accommodate the sharing of information for the purposes of property tax administration.

Fire Current Status

Fire's Land Development Unit continues to review land development and environmental impact reports using the limited number of EPIC-LA licenses that were part of the DRP Go-Live and regularly attends the EPIC-LA Governance Team meetings. Fire is currently completing user acceptance testing and training for Phase I implementation to include land development, environmental impact reports, forestry oak tree permitting and forestry fuel modification plan review. Go-Live for Phase I is scheduled for May 20, 2019. Phase II includes fire engineering plan review for buildings, fire alarms, and fire sprinklers. Go-Live for Phase II is scheduled to be completed prior to the end of 2019.

Expansion of EPIC-LA to replace legacy defensible space and fire prevention inspection systems remains a future goal.

Treasurer and Tax Collector Status

Treasurer and Tax Collector (TTC), as instructed by the Board, reviewed the EPIC-LA system, as well as other possible options, and determined that EPIC-LA is the best overall solution. TTC is creating a statement of work and contract amendment for the Board's approval later in 2019.

Public Health Current Status

Public Health continues to be a secondary end user of EPIC-LA with the implementation of the Environmental Health Services' Land Use Program. Public Health's "gatekeepers" forward EPIC-LA workflow tasks to over 30 different programs (i.e., water, septic, and group living) within Environmental Health Division to coordinate a response. From there, the workflow occurs outside of EPIC-LA with the results and completion dates entered by the gatekeepers into EPIC-LA to share with Regional Planning.

Gartner's Recommendations – Progress Report

- Go-Live Preparation: A working group has been established with representatives from DRP, Public Works, Assessor, Fire, Parks and Recreation, and Public Health. The working group works closely with the governance team to continue to discuss potential impacts on these departments as EPIC-LA incorporates other departments such as Fire and Treasurer and Tax Collector. The group will meet as needed as this project moves forward.

- Governance: An EPIC-LA Governance Team has been established with representatives from the CEO, CIO, and the impacted departments with the responsibility to monitor the project as EPIC-LA moves forward and expands to other departments. System-wide configuration decisions are brought before the EPIC-LA Governance Team for discussion and approval at monthly meetings. This ensures common practices and settings between departments, and future departments, will be uniform and agreed upon, thus minimizing conflicts with the current production system as well as future department implementations.

- Online Portal: The CIO is the lead on this effort. As indicated in the CIO's December 31, 2015, response to a joint motion by Supervisors Ridley-Thomas and Antonovich on August 4, 2015, to report back to the Board on recommendations to implement a single web interface to be a one-stop-shop for permit applications, EPIC-LA's online portal will be the County's portal for land development, building, and construction permits. The other County permitting functions will be coordinated between the EPIC-LA Governance Team and the Department of Consumer and Business Affairs.

- Data Sharing: EPIC-LA has the tools to facilitate data sharing among participating departments. Moving forward, the governance team will develop and establish policies and procedures to ensure data sharing is consistent as other departments join EPIC-LA. Solar permitting data is being shared with ISD for use on the County's solar map website. The Sheriff Department's Emergency Operations Bureau - Sheriff's Intelligence

Unit, has been granted "read only" access to facilitate crime analysis and emergency response.

- Long-Term Roadmap: A technical team has been established with representatives from all participating departments. This technical team will work closely with the governance team to continue to enhance EPIC-LA as other departments are incorporated.

- Independent Quality Assurance and Risk Assessment: The CIO is the lead on this effort. The CIO is a member of the governance team and monitors the progress of the EPIC-LA implementations. Based on the system implementation progress to date and the excellent working relationships between the stakeholder departments on both business and technical levels, the CIO does not believe additional independent verification and validation is currently needed.

If you have any questions regarding this progress report, please contact Dennis Slavin for Regional Planning-related matters at (213) 974-6405, dslavin@planning.lacounty.gov or Battalion Chief Richard Stillwagon for Fire Department-related matters at (213) 598-6479, Richard.Stillwagon@fire.lacounty.gov.

AJB:jt:lg

c: Executive Office
       Chief Executive Office (Chia-Ann Yen, Peter Loo)
       Assessor
       Department of Parks and Recreation
       Department of Public Health
       Department of Public Works
       Department of Regional Planning
       Fire Department
       Treasurer and Tax Collector